Welcome Doulas

to San Leandro Medical Center

We're happy you're here and look forward to working with you to provide exceptional care. We understand the value doulas bring and want to ensure our shared patients/clients receive all the benefits of your care.

Access

- Our security and hospital staff have written protocols to distinguish the role of a doula from a "visitor."
- Doulas are welcome with their clients in triage, labor and delivery, postpartum and NICU with no time restrictions.
- When entering the locked unit, provide your client's full name, room number and your photo ID to obtain a doula badge.

Communication

- For any concerns 24/7, ask to speak with the Assistant Nurse Manager (ANM) on duty.
- We want to hear about your experience and hope that you will share your feedback each time you work with a Kaiser Permanente facility. Please scan the QR code:
- Please join our mailing list or reach out with non-urgent questions by emailing: DoulaBridgesSLN@kp.org

Feedback Survey

Facility Information to Support You

- **Parking:** Free and readily available. There are 6 temporary "stork" spaces available near the main entrance for short term (1hour or less) urgent use.
- **Entrances:** Main entrance (north side, glass rotunda) is open and preferred from 6 a.m.-midnight, and the Emergency Room entrance (east side of hospital) is available for after hours entry.
- **Restrooms:** Available in every patient room and publicly throughout the third floor.
- **Refreshments:** Ice, water, coffee and tea available to you 24/7 on our units. Please let a staff member know what we can get for you. Vending machines are located on the first floor (inside the cafeteria) and open 24/7. The cafeteria is open Monday-Friday, 7 a.m. to 8 p.m. and weekends, 8 a.m. to 4 p.m.
- **Break Spaces:** Include the third floor family waiting area, first floor courtyard garden (adjacent to cafeteria) and labyrinth (near east/Emergency Room entrance).

Information to Support Your Client

- We are proud to have a consistently low rate of cesarean birth.
- Our team is trained in labor support techniques and respectful care.
- We offer a full range of comfort options including mobile fetal monitoring, peanut balls, nitrous oxide, birth/squat bars, showers in labor rooms, and TENS units. (ask a staff member for assistance)
- We do not offer tubs or birth balls at this time.
- After birth we have standard practices to support infant well being, including delayed cord clamping, no routine bathing, and skin to skin time during the "golden hour".
- For lactation concerns we have consultants available and offer the option of donor breastmilk.
- In collaboration with Cleveland Cord Blood Center, we offer a voluntary cord blood donation program.

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